

National Aeronautics and
Space Administration

George C. Marshall Space Flight Center
Marshall Space Flight Center, AL 35812



January 22, 2004

Reply to Attn of: QS40

TO: Distribution

FROM: QS40/Don Miller

SUBJECT: Minutes of the Marshall Management System Implementation Team Meeting

The Marshall Management System Implementation Team held its regular team status meeting on Wednesday, January 21, 2004. The meeting began at 3:00 p.m. in Building 4200, Conference Room 409. The agenda for the meeting is included as Enclosure 1. The roster of attendees for the meeting is attached as Enclosure 2.

Monthly Corrective Action System (CAS) Status Report (John McPherson/HEI):

There were nine open RCARs at the end of December 2003. Only one RCAR was closed during this past month. One RCAR was delinquent at the end of the month. Average age of RCARs has been increasing and is up to 171 days. The status charts were not available during the meeting, but are included as Enclosure 3.

ALERTs have also been increasing and are up to around 743. This is back up to the levels we were seeing four months ago. The status charts were not available during the meeting, but are included as Enclosure 4.

Recurrence Control Action Request Status (Jim Thomason/HEI):

There are currently seven open Recurrence Control Action Requests (RCARs), with two of these in a green status and five in a yellow status. Issues are currently being worked. One extension request is forthcoming for an issue that has already had one extension. The status charts are included as Enclosure 5.

Internal Audit Status (Warren Woods/QS40):

There are no late NCRs at this time. The audit schedule for 2004 has been approved, with only one change from the last draft. Staffing for the audit rotation positions is in work. Axel Roth mentioned that Jan Davis should bring this issue up at the next Thursday staff meeting.)

Next NQA Audit – Triennial Audit (Don Miller/QS40):

The next NQA audit will be our triennial audit and will be conducted on April 6-9. Rick Giguere and Bill Hartman will be the auditors for this seven audit-day effort. All clauses will be included

in the audit. Mary DeMurray/HEI will be in touch with Organization Representatives beginning in February to begin planning.

John Pea/MP71 enquired about the Center's position on Chief Engineers. Axel Roth stated that the issue should be resolved prior to the NQA audit. There will probably be a Chief Engineer reporting to the Engineering Directorate for the Shuttle Project. The potential for documentation updates to be in progress/incomplete at the time of the audit was acknowledged and discussed.

Directives Status (NPRs) (Deborah Wills/AD35):

The status of the NASA Headquarters action to convert NPGs to NPRs was discussed during the DCB meeting preceding the MMS meeting. Please refer to the DCB meeting minutes.

MSFC Organization Changes (Axel Roth/DE01):

Generally speaking, the whole Center is included in the ISO registration, so organizational changes really don't matter. The functions will be covered by ISO regardless of what the organization codes are.

The formal status of VS was not known at the time of the meeting. The three main functions from VS will be split up as follows: systems management office to S&MA, system analysis to TD, and cost estimating to TD.

Chief Engineers are expected to report to the Engineering Directorate and will work with the programs/projects.

X-37 has been established as a separate office: XP. NGLT has also been established as a separate office: NP.

The status of the FY04 budget is still unknown. We are operating on a continuing resolution.

Metrology Update (Don Miller/QS40):

The number of delinquent category I items had been increasing through the holidays. The numbers are starting to turn down, but Organization Representatives are reminded to continue to work to keep these numbers down. This is also a reminder to check on other issues that may have had little attention during the holiday period.

Other:

Kim Narmore/AD34 will be replacing Pat Hill/AD41, and Debrah Underwood/FD30 will be replacing Kay Martin/FD33 on the MMS team.

Warren Woods/QS40 invited the Organization Representatives to attend a training meeting after the next MMS on Wednesday, February 4, to discuss roles and responsibilities in supporting the audit program and MMS team. This should be especially helpful for the new team members.

The next MMS meeting will be held on Wednesday, February 4.

No other issues for record were discussed.

Mary DeMurray, for
Don Miller
ISO 9000 Coordinator

Enclosures

1. Meeting Agenda
2. Roster of Attendees
3. Monthly CAS Status Report
4. ALERT Status Report
5. RCAR Status Report

Distribution: Team Members

MMS Implementation Team Meeting on 01/21/03 Agenda

- **Issues that need attention - only reds and yellows for the following:**
 - **Corrective Action Status** (Jim Thomason & John McPherson)
 - **NCR's & Audit Status** (Warren Woods or Kerry Warner)
- **Next Surveillance – April 6 – 9** (Triennial Audit)
- **Directives Status (NPR's) – Deborah Wills**
- **MSFC Organization Changes – Axel Roth**
- **Metrology Update – (item delinquency is on the rise)**
- **Other ?**

Marshall Management System Implementation Team Meeting

WEDNESDAY, January 21, 2004 LOCATION/ TIME: BLDG. 4200/409, 2:30 p.m.

MEETING ATTENDANCE: [Please Initial Beside Your Name to Record Meeting Attendance.]

<u>NAME</u>	<u>ORGANIZATION</u>	<u>PHONE</u>	<u>FAX</u>
Center Operations Directorate			
_____ Jim Carter	AD01 (ALT)	544-6630	544-5893
_____ Dan Adams	AD10 (MEM)	544-1614	544-8259
_____ Allen Elliott	AD10 (ALT)	544-0662	
_____ Lucy Boger	AD21 (MEM)	544-0320	
_____ Mark Hyder	AD22 (ALT)	544-8821	
_____ Annette Tingle	AD34	544-4522	544-8752
<u>DW</u> _____ Deborah Wills	AD35 (ALT)	544-4525	544-8610
_____ Jackie Fletcher	AD35 (MEM)	544-4524	
_____ Lisa Adkins	AD40 (MEM)	544-7546	544-6570
_____ Dawn Cross Stanley	AD40	544-1835	
<u>KT</u> _____ Pat Hill <i>Kim Narmore</i>	AD41 <i>34</i> (MEM)	544-4501 <i>4-4512</i>	
_____ Polly Edwards	AD50 (MEM)	544-4536	544-2101
_____ Brad Garland	AD50 (ALT)	544-4537	
Customer & Employee Relations Directorate			
_____ Pat Schultz	CD20 (ALT)	544-7559	544-4809
<u>CW</u> _____ Caroline Wang	CD30 (MEM)	544-3887	544-6030
<u>mm</u> _____ Michael McLean	CD40	544-0397	
Director's Office			
<u>AR</u> _____ Axel Roth	DE01	544-0451	544-xxxx
Engineering Directorate			
<u>sem</u> _____ Barry Musick	ED01 (MEM)	544-1002	
_____ Terry Roberts	ED16 (MEM)	544-3717	544-0900
<u>pat</u> _____ Pat Layky	ED12 (ALT)	544-3481	544-3098
_____ Jim Lindsay	ED20 (MEM)	544-1301	544-0236
_____ Craig Garrison	ED27 (ALT)	544-7197	544-8838
_____ Patricia Johnson	ED33 (MEM)	544-2633	
_____ Rich Wegrich	ED35 (ALT)	544-2626	
<u>KA</u> _____ Karen Iftikhar	ED44 (MEM)	544-3653	
Flight Projects Directorate			
<u>RC</u> _____ Robert Crumbley	FD01 (MEM)	544-2464	
_____ Jack Stokes	FD22 (MEM)	544-1764	544-5194
<u>km</u> _____ Kay Martin	FD33 (MEM)	544-2317	
_____ Mike Kearney	FD40 (ALT)	544-2029	
_____ Bill Mordan	FD40 (MEM)	544-2011	
<u>De</u> _____ Debrah Underwood	FD30 (MEM)	544-2191	
Chief Counsel			
_____ Jerry Seemann	LS01 (MEM)	544-6580	
<u>af</u> _____ Abbie Johnson	LS01 (ALT)	544-0014	544-0258

Space Shuttle Propulsion Office

<u>JSP</u> Jeff Spencer	MP21	(ALT)	544-7498	544-7713
John Pea	MP71	(MEM)	544-8437	544-5799

Equal Opportunity Office

<u>BS</u> Billie Swinford	OS01	(MEM)	544-0087	544-2411
Charles Scales	OS01	(ALT)	544-4927	544-2411

Procurement Office

<u>JW</u> Jerry Williams	PS10	(ALT)	544-0295	544-4401
<u>ms</u> Mike Sweigart	PS20	(MEM)	544-0281	

Safety and Mission Assurance

<u>HS</u> Herb Shivers	QS01	(MEM)	544-8903	
Roy Malone	QS01	(MEM)	544-0506	
<u>JTH</u> Terry Hamm	QS01	(MEM)	544-7402	544-3241
<u>DM</u> Don Miller	QS40	(MEM)	544-8361	544-4857
Ron C. Mize	QS40	(ALT)	544-2485	
<u>KW</u> Kerry Warner	QS40	(MEM)	544-7350	544-4155
<u>WW</u> Warren Woods	QS40	(MEM)	544-2275	544-5685

Office of Financial Officer

<u>PW</u> Peggy Williamson	RS24	(ALT)	544-3357	544-5863
Sharal Huegele	RS30	(MEM)	544-7286	544-9055

Science Directorate

<u>TF</u> Tom Fleming	SD01	(ALT)	544-3962	544-5975
Emily Kendall	SD02	(MEM)	544-3775	
Steve Lambing	SD12	(MEM)	544-2277	
Robin Henderson	SD10	(ALT)	544-1738	544-8369
<u>LL</u> Lloyd Love	SD20	(MEM)	544-7702	544-2559
Wes Darbro	SD22	MESA	544-7742	544-2559
Todd May	SD31	(ALT)	961-1769	
Cassandra Thompson	SD30	(MEM)	544-3993	
<u>CD</u> Clark Darty	SD40	(ALT)	544-2728	544-5892
<u>TD</u> Tom Dollman	SD40	(MEM)	544-6568	544-8500
Melanie Bodiford	SD44	(MEM)	544-2067	
Mike Purvey	SD44	(MEM)	544-3592	
Mike McCollough	SD50	(ALT)	544-4368	544-5800
Ed Reichmann	SD50	(MEM)	544-7603	544-5800
Tim Miller	SD60	(MEM)	922-5882	922-5823
Diane Samuelson	SD60	(ALT)	922-5832	922-5723
Tommy L. Thompson	SD72	(MEM)	544-3489	544-2659
Roy Young	SD70	(ALT)	544-4965	544-2659

Space Transportation Directorate

<u>JT</u> Joan Trolinger	TD02	(MEM)	544-7068	544-0300
James Wyckoff	TD02	(ALT)	544-7922	544-0300
Ed Reske	TD64	(ALT)	544-1753	544-1215

2nd Generation Reusable Launch Vehicle Program Office

<u>CS</u> Charles Chesser	UP01	(MEM)	544-0107	544-2053
Nikhat Shahzad	UP30	(ALT)	544-2496	

Bob McKemie
Neil Rainwater

VS10	(MEM)
VS10	(ALT)

544-2266	544-5178
544-8918	544-5178

MD Mary DeMurray
JMP John McPherson
Randy Reed
BT Jim Thomason
Frank Knight

HEI	(MEM)
HEI	(MEM)
HEI	(MEM)
HEI	(MEM)
QTEC	

544-1342 544-4470
544-7479 544-9257
544-6056 544-4470
544-3303
883-7994 (x103)

NAME _____

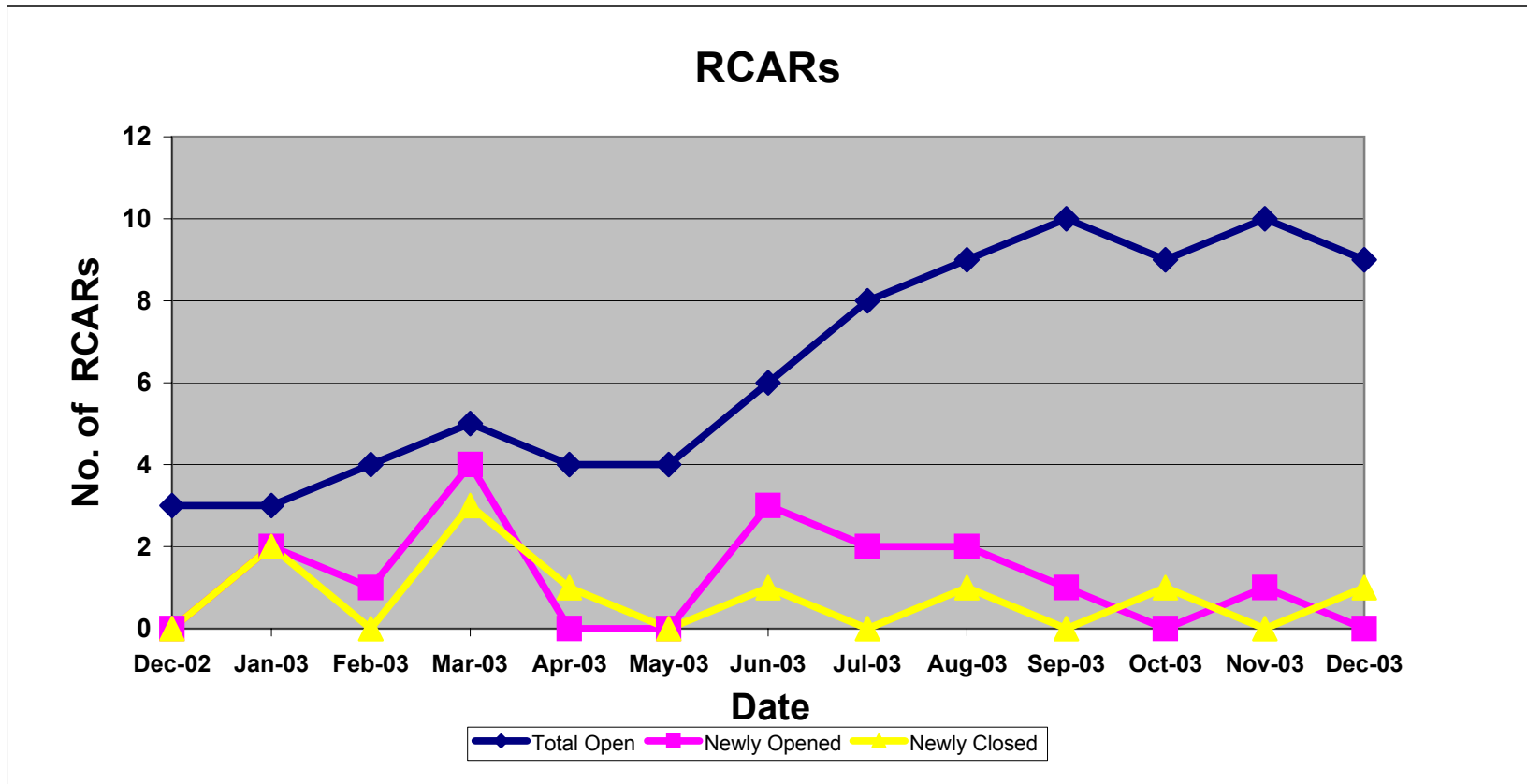
ORGANIZATION

PHONE**FAX**

Chawna Johnson
~~Atm~~

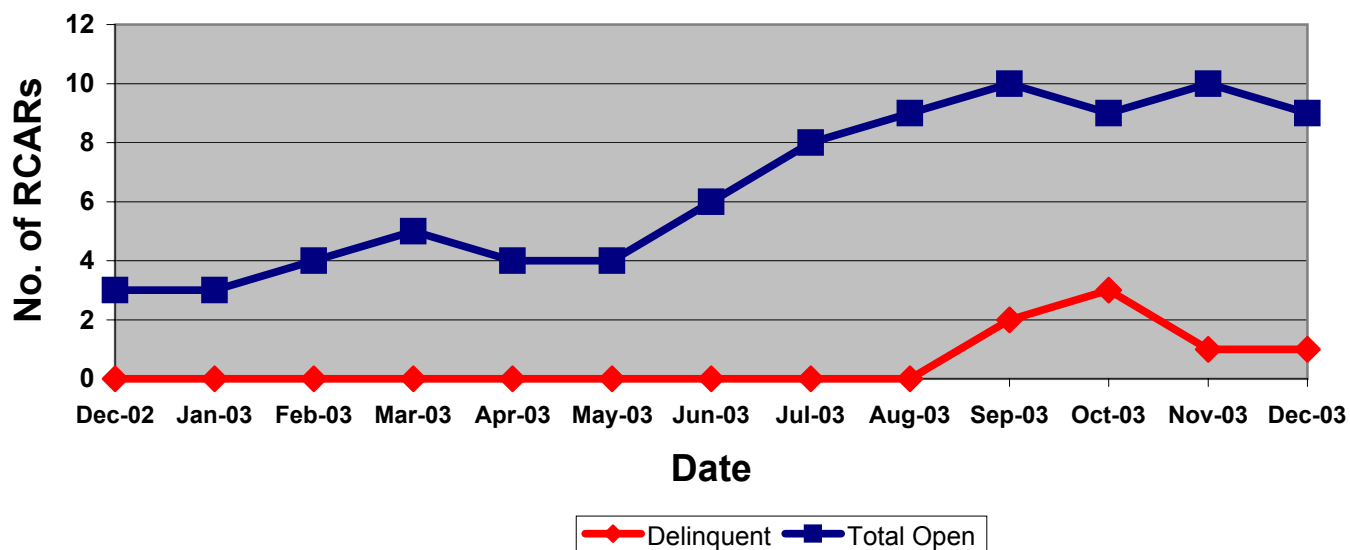
A034/Sa.Tech
Qs 40

4-4717 4-6500
4-7882



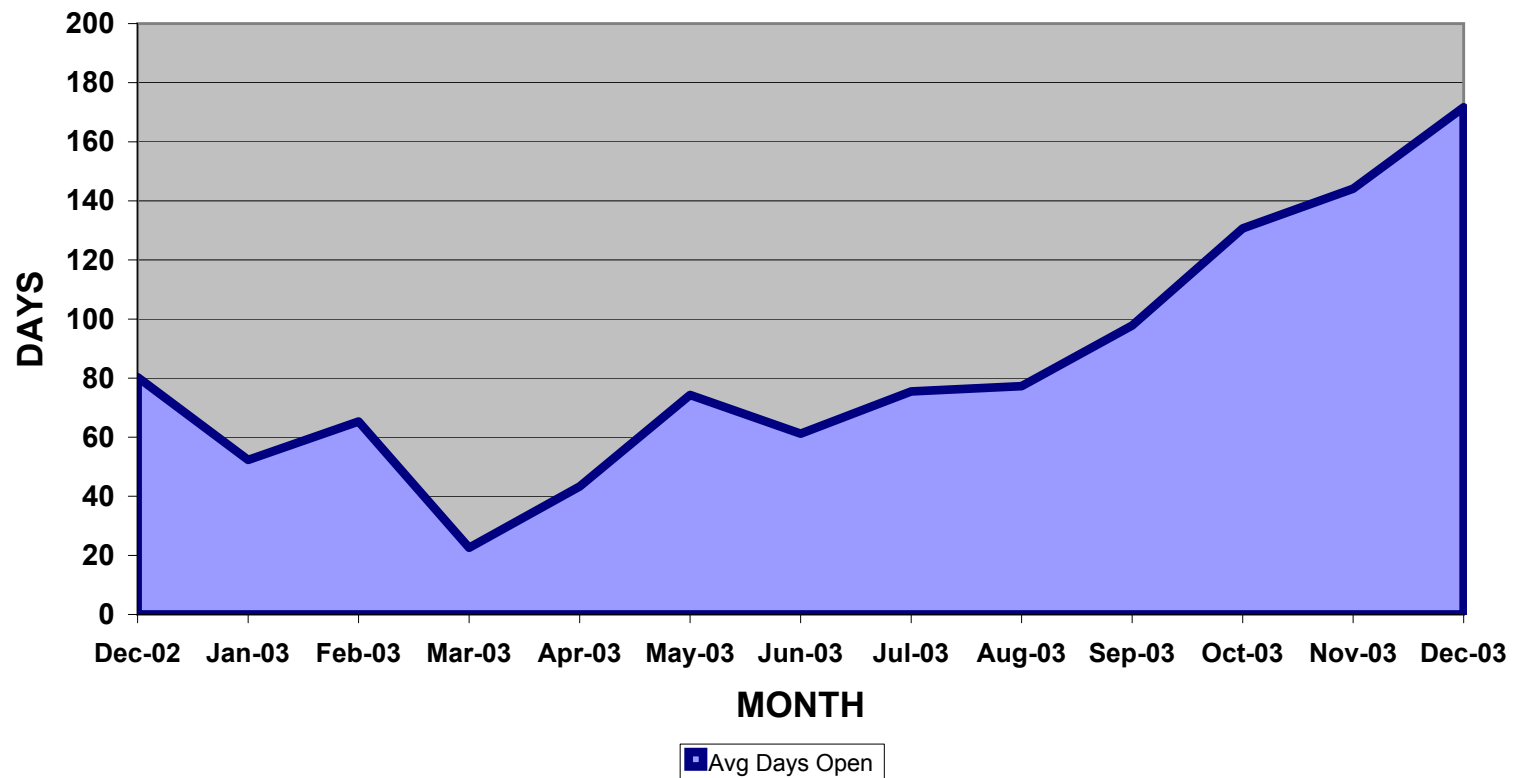
Total Open RCARs:	3	3	4	5	4	4	6	8	9	10	9	10	9
Newly Opened RCARs:	0	2	1	4	0	0	3	2	2	1	0	1	0
Newly Closed RCARs:	0	2	0	3	1	0	1	0	1	0	1	0	1

Open Versus Delinquent RCARs

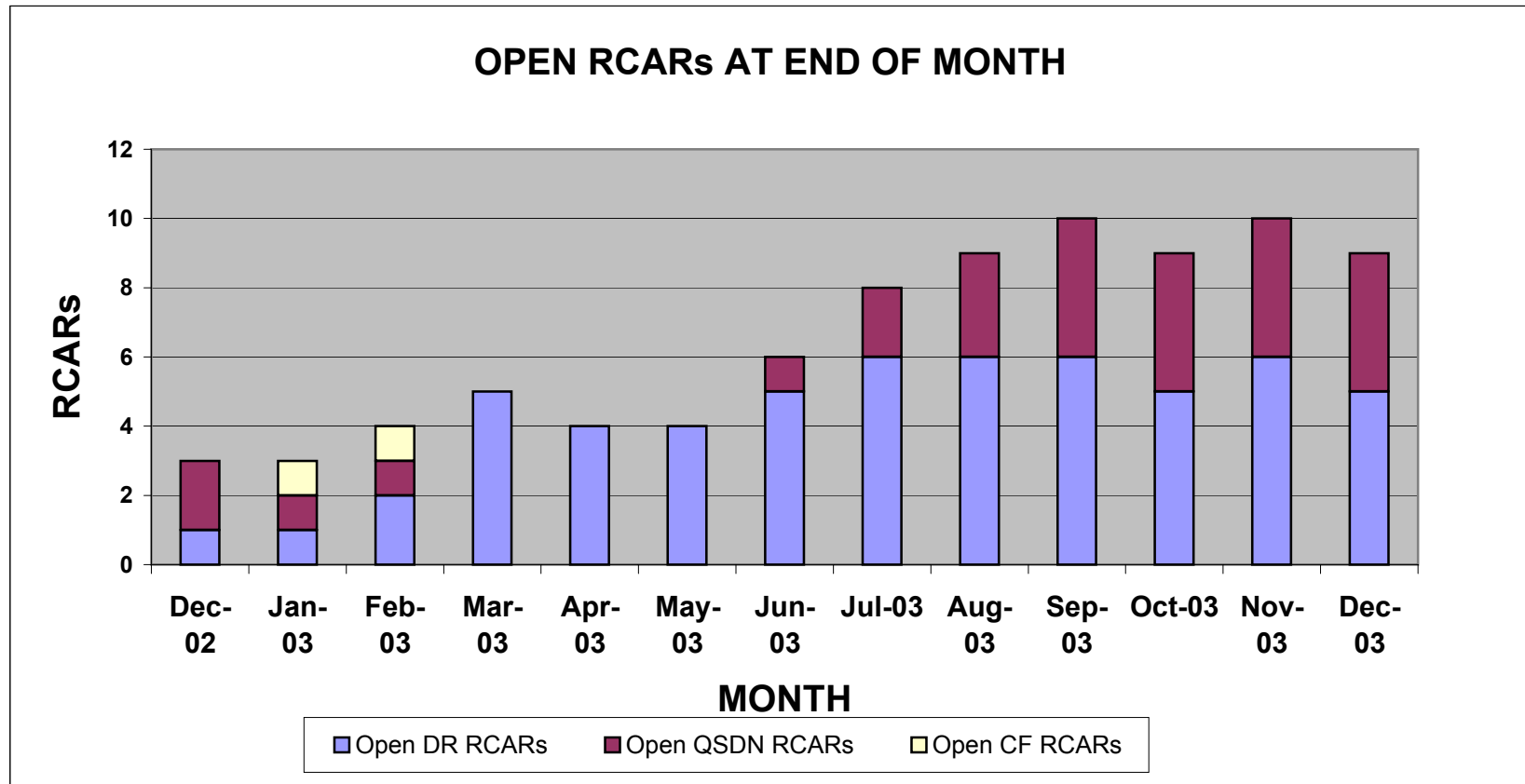


Delinquent Responses:	0	0	0	0	0	0	0	0	0	2	3	1	1
Total Open RCARs:	3	3	4	5	4	4	6	8	9	10	9	10	9
Percent Delinquent:	0%	0%	0%	0%	0%	0%	0%	0%	0%	20%	33%	10%	11%

AVERAGE DAYS RCARs OPEN AT END OF MONTH

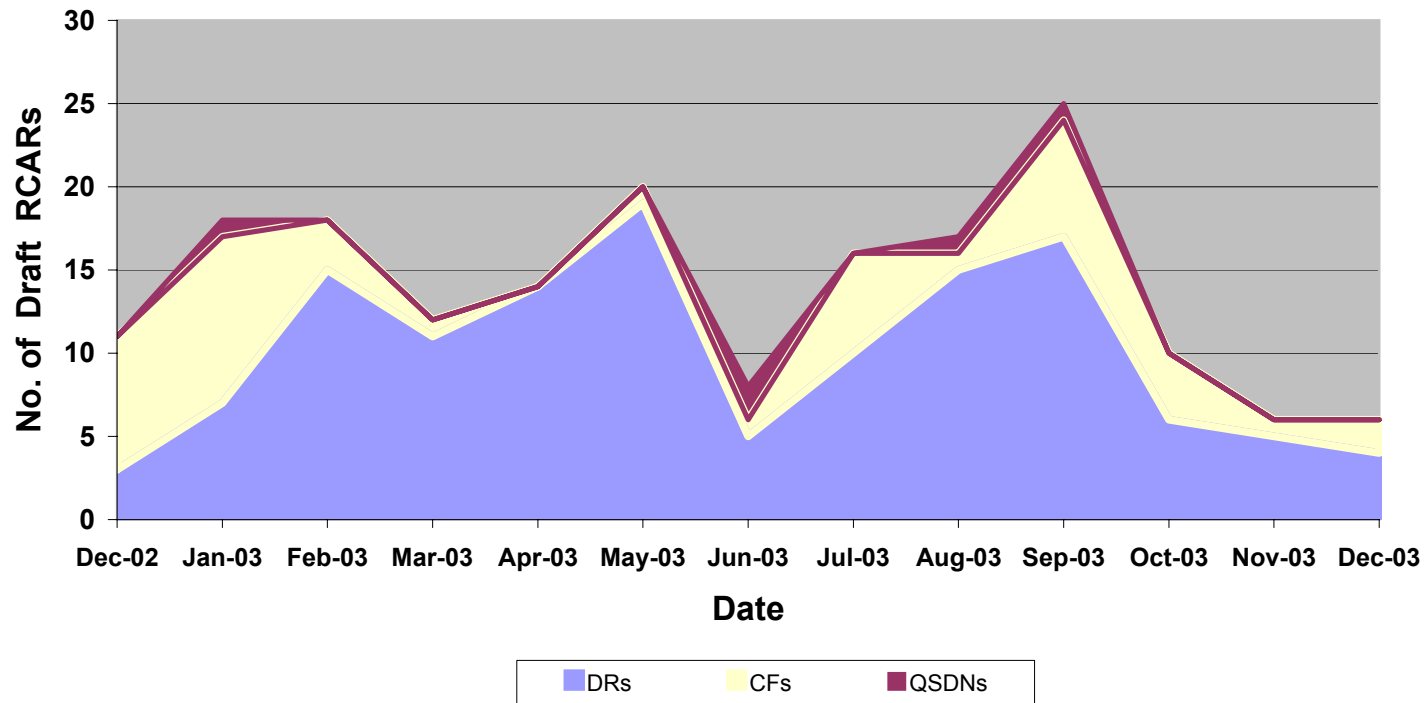


Average Days Open:	80	52	65	23	43	74	61	76	77	98	131	144	172
--------------------	----	----	----	----	----	----	----	----	----	----	-----	-----	-----



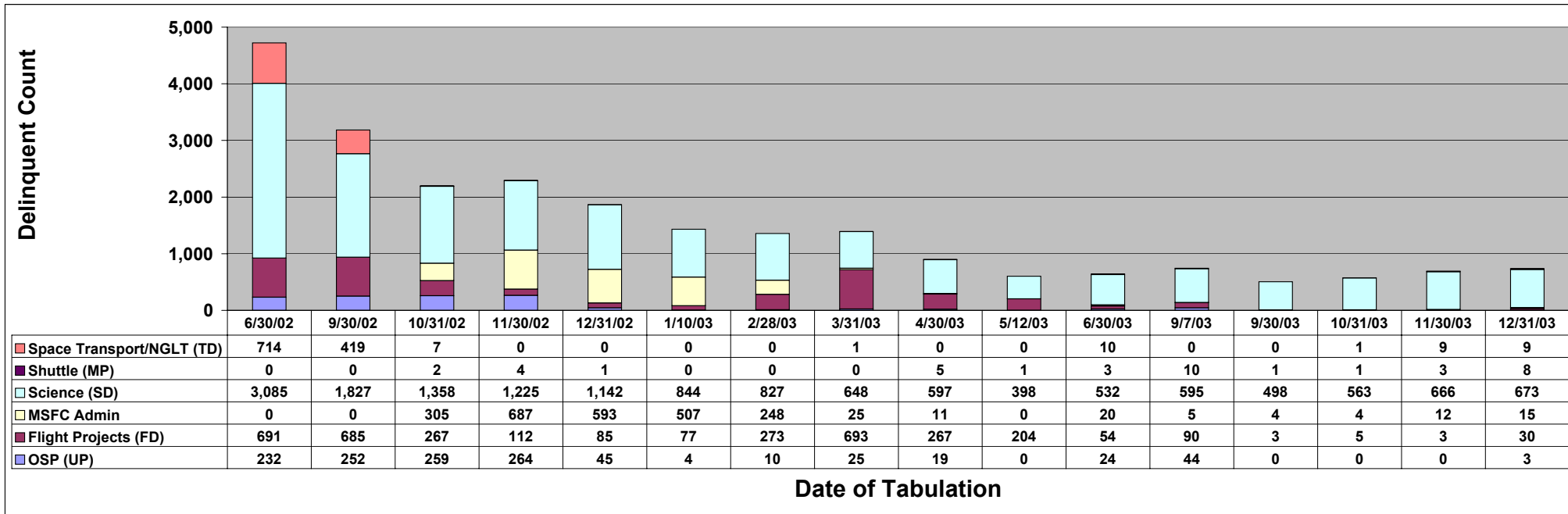
Open DR RCARs:	1	1	2	5	4	4	5	6	6	6	5	6	5
Open QSDN RCARs:	2	1	1	0	0	0	1	2	3	4	4	4	4
Open Cust Fdbk RCARs:	0	1	1	0	0	0	0	0	0	0	0	0	0
Total Open RCARs:	3	3	4	5	4	4	6	8	9	10	9	10	9

DRAFT RCARs RECEIVED



New DRs:	3	7	15	11	14	19	5	10	15	17	6	5	4
New Customer Feedbacks:	8	10	3	1	0	1	1	6	1	7	4	1	2
New QSDNs:	0	1	0	0	0	0	2	0	1	1	0	0	0
Total Draft RCARs:	11	18	18	12	14	20	8	16	17	25	10	6	6
New CANs:	0	0	0	0	0	0	0	0	0	0	0	0	0

MSFC DELINQUENT ALERT RESPONSE TRACKING: BY RESPONSIBLE ORGANIZATION



TOTAL DELINQUENT RESPONSES:	4,722	3,183	2,198	2,292	1,866	1,432	1,358	1,392	899	603	643	744	506	574	693	738
	6/30/02	9/30/02	10/31/02	11/30/02	12/31/02	1/10/03	2/28/03	3/31/03	4/30/03	5/12/03	6/30/03	9/7/03	9/30/03	10/31/03	11/30/03	12/31/03
MSFC Administrative:	0	0	305	687	593	507	248	25	11	0	20	5	4	4	12	15
Center Operations (AD)					62	2	9	4	0	0	9	0	2	0	0	0
Engineering (ED)					510	485	224	2	0	0	10	5	1	4	9	2
Safety & Missn Assur (QS)					21	20	15	19	11	0	1	0	1	0	3	13

PAC OPEN RCAR ACTION TRACKING

As of January 21 2004

Delinquent to POC

Items in CAB or DCB out of POC control

QA #	RCA R #	DR/QD /QC Init Date	PAC AE	Evaluated for RCAR	Project / Org	POC Name	POC Date Due	Latest POC Response	Last CAB Date/ Finding	Last Action	Next Action Required	Response Status
DR7237	200	03/17/03	Thomason	03/19/03	ECLSS UPA	melanie.c.gregory@msfc.nasa.gov	04/03/03	04/02/03			07/28/03 Closure in CAB for resolution	Yellow in CAB
Problem		CAB meeting on November 7 to close this RCAR. CAB came up with a solution to close the RCAR after fix put in place. CAB members will provide proof of correction.										
DR7238	201	03/17/03	Thomason	03/19/03	ECLSS UPA	Mark.Anderson@msfc.nasa.gov	04/03/03	05/05/03			07/28/03 Closure in CAB for resolution	Yellow in CAB
Problem		CAB meeting on November 7 to close this RCAR.CAB came up with a solution to close the RCAR after fix put in place. CAB members will provide proof of correction.										
DR7209	203	05/29/03	Thomason	06/05/03	ECLSS UPA	MARK.ANDERSON@MSFC.NASA.GOV	06/19/03	06/19/03			07/28/03 Closure in CAB for resolution	Yellow in CAB
Problem		CAB meeting on November 7 to close this RCAR.CAB came up with a solution to close the RCAR after fix put in place. CAB members will provide proof of correction.										
QSDN 146	206	06/26/03	Thomason	07/02/03	ED12	sharal.huegele@msfc.nasa.gov	07/16/03	10/14/03	12/19/03 Extend	Request for extension until 05/01/04	01/21/04 extension to CAB	In CAB for extension
Problem		Documentation problem for managing NRA funding distribution. 3 month extension request to CAB Document in DCB process DCB process for subject document will require another extension of at least four months.										
QSDN 147	208	08/04/03	Thomason	08/11/03	QS01	angela.walker@msfc.nasa.gov	08/25/03	10/16/03		10/16/03 extension until 12/09/03 granted by CAB	12/09/03 Resolution due to PAC	In DCB
Problem		Inconsistent requirements creating conflicting solutions to document requirements. Incorrect reference in MWI7120.6 which should be corrected. Changes to document to be addressed and will be in DCB process.										
DR7295	209	08/15/03	Thomason	08/26/03	SD43 MSG	todd.bates@msfc.nasa.gov	10/28/03	11/03/03		11/03/03 Resolution to CAB	11/04/03 Closure in CAB for resolution	Yellow in CAB

PAC OPEN RCAR ACTION TRACKING

As of January 21 2004

Delinquent to POC

Items in CAB or DCB out of POC control

QA #	RCA R #	DR/QD /QC Init Date	PAC AE	Evaluated for RCAR	Project / Org	POC Name	POC Date Due	Latest POC Response	Last CAB Date/ Finding	Last Action	Next Action Required	Response Status
Problem		Cable rejected and returned to vendor 3 times for same problem.										
DR7313	212	01/08/04	Thomason	01/16/04	ECLSS UPA	Mark.Anderson@msfc.nasa.gov	01/30/04			01/16/04 assigned to POC	01/30/04 Resolution due from POC	GREEN to POC
Problem		Violated MSFC-STD-2594C also quality sensitive parts have same part number as off shelf parts.										
Total Open RCARs= 7												